

## **CHAPTER 31 - CHANGE OF CONTRACTOR**

REVISION DATE: 4/16/14

INITIAL IMPLEMENTATION DATE: March 29, 2013

REFERENCES: [A.R.S. § 36-2944](#)

Pursuant to Arizona Revised Statute, the Department of Economic Security provides services either directly or through subcontract to members who have a developmental disability. The Division is the only AHCCCS program contractor for members who have a developmental disability.

During annual enrollment Division members have the opportunity to change Acute Care Health Plans, subject to the availability of other contracted Acute Care Health Plans in their area. Members must notify the Division's Member Services Unit of their wish to change Acute Care Health Plans during the annual enrollment choice period. If the member does not participate in annual enrollment choice, and their eligibility is maintained, members will remain with their current Acute Care Health Plan.

The Division reserves the right to conduct an open enrollment, if deemed necessary, by Division Administration. Members must notify the Division if they wish to change contractors during open enrollment.

Members may have extenuating circumstances that necessitate changing contractors outside of the member's annual enrollment choice. AHCCCS Policy 402 documents and delineates the rights, obligations and responsibilities of:

- A. the member,
- B. the member's current health plan,
- C. the requested health plan, and
- D. the AHCCCS Administration.

This includes facilitating continuity of care, quality of care, efficient and effective program operations, and in responding to administrative issues regarding member notification and errors in assignment.

